



### **About the Baldridge Performance Excellence Program**

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## **Baldridge in New Mexico**

- **17 New Mexico applicants for the Baldridge Award (2005–2015)**
- **1 New Mexico award applicant in 2015 represents 711 jobs, 3 work locations, \$250 million in revenues/budgets, and an estimated 135,000 customers served.**
- **8 Baldridge examiners from New Mexico volunteered over \$121,000 in services in 2015.**

## **New Mexico National Role Models**

VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center, nonprofit, 2009 (Albuquerque)  
Los Alamos National Bank, small business, 2000 (Los Alamos)

### **Success Story**

## **Veterans Affairs Cooperative Studies Program Clinical Research Pharmacy Coordinating Center**

The Center is a federal government organization that supports multicenter clinical trials targeting current health issues for America's veterans. Located in Albuquerque, the Center focuses on the pharmaceutical, safety, and regulatory aspects related to designing and implementing clinical trials conducted worldwide by the Center and other federal agencies and industries. The Center manufactures, packages, stores, labels, distributes, and tracks clinical trial materials (drugs and devices), and monitors patient safety. At any one time, the Center's 112 employees provide products and services for approximately 70 clinical trials, which last from six months to more than a decade. Over three years, the Center's work benefited more than 90,000 patients per year at approximately 1,600 sites using nearly 300 drugs.

### ***Selected Results***

- 143% budget growth from new studies over 6 years, compared to 58% for the VA
- \$221,000 productivity of per full-time employee, better than 8 top competitors
- 75% of customer relationships longer than 10 years, with most extramural funding from repeat business, which achieved its highest level (\$11 million) in 2008
- First VA facility registered with the International Organization for Standardization (ISO)
- Recognized as a Federal Executive Board Employer of Choice
- Top-10 ranking in the "New Mexico Best Places to Work"

## Quality New Mexico

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Quality New Mexico (<http://www.qualitynewmexico.org/>) drives performance excellence in New Mexico.

## 2011–2015 New Mexico Performance Excellence Award Recipients

Lovelace Westside Hospital, Albuquerque (Zia Award)  
Lovelace Women's Hospital, Albuquerque (Zia Award)  
Del Norte Credit Union, Santa Fe/Española (Roadrunner)  
Gila Regional Medical Center, Silver City (Roadrunner)  
Los Alamos Department of Public Utilities (Roadrunner)  
Maroland, LLC, Albuquerque (Roadrunner)  
New Mexico Motor Vehicle Division (Roadrunner)  
Nor-Lea Hospital District, Lovington (Roadrunner)  
Hospital Services Corporation, Albuquerque (Roadrunner)  
Logistics Operations, Sandia National Laboratories,  
Albuquerque (Roadrunner)  
Accounting Services Department, Sandia National  
Laboratories (Piñon)  
City of Santa Fe (Piñon)  
LifeROOTS, Inc. (Piñon)  
Los Alamos Public School District (Piñon)  
Molina Healthcare of New Mexico (Piñon)

New Mexico Philharmonic (Piñon)  
Nuclear Material Control and Accountability Group, Los  
Alamos National Laboratory (Piñon)  
Payroll Department, Sandia National Laboratories (Piñon)  
Public Health Division, New Mexico Department of Health  
(Piñon)  
Quality and Performance Assurance Division, Los Alamos  
National Laboratory (Piñon)  
Returns Processing Bureau, Revenue Processing Division,  
NM Taxation & Revenue Department (Piñon)  
ARCA (Adobe)  
DSCapital Group (Adobe)  
Grace Church (Adobe)  
LifeROOTS, Inc. (Adobe)  
New Mexico Philharmonic (Adobe)  
Wines of San Juan (Adobe)

## AHCA/NCAL National Quality Award Winners in New Mexico

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Skies Healthcare & Rehabilitation Center, LLC (2015,  
Gold)  
Clovis Healthcare and Rehabilitation Center, LLC (2015,  
Silver)  
The Evangelical Lutheran Good Samaritan Society—Las  
Cruces Village (2015, Silver)  
Rio Rancho Center (2015, Silver)

The Rehabilitation Center of Albuquerque, LLC (2014,  
Silver)  
Casa De Oro Center (2014, Bronze)  
Casa Del Sol Center (2014, Bronze)  
Las Palomas Center (2014, Bronze)  
Mission Arch Center (2014, Bronze)  
Rio Rancho (2014, Bronze)

## Robert W. Carey Performance Excellence Award Winners in New Mexico

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Criteria for Performance Excellence.

Cooperative Studies Program, Clinical Research Pharmacy, Coordinating Center (Circle of Excellence, 2006, 2007, 2009)